

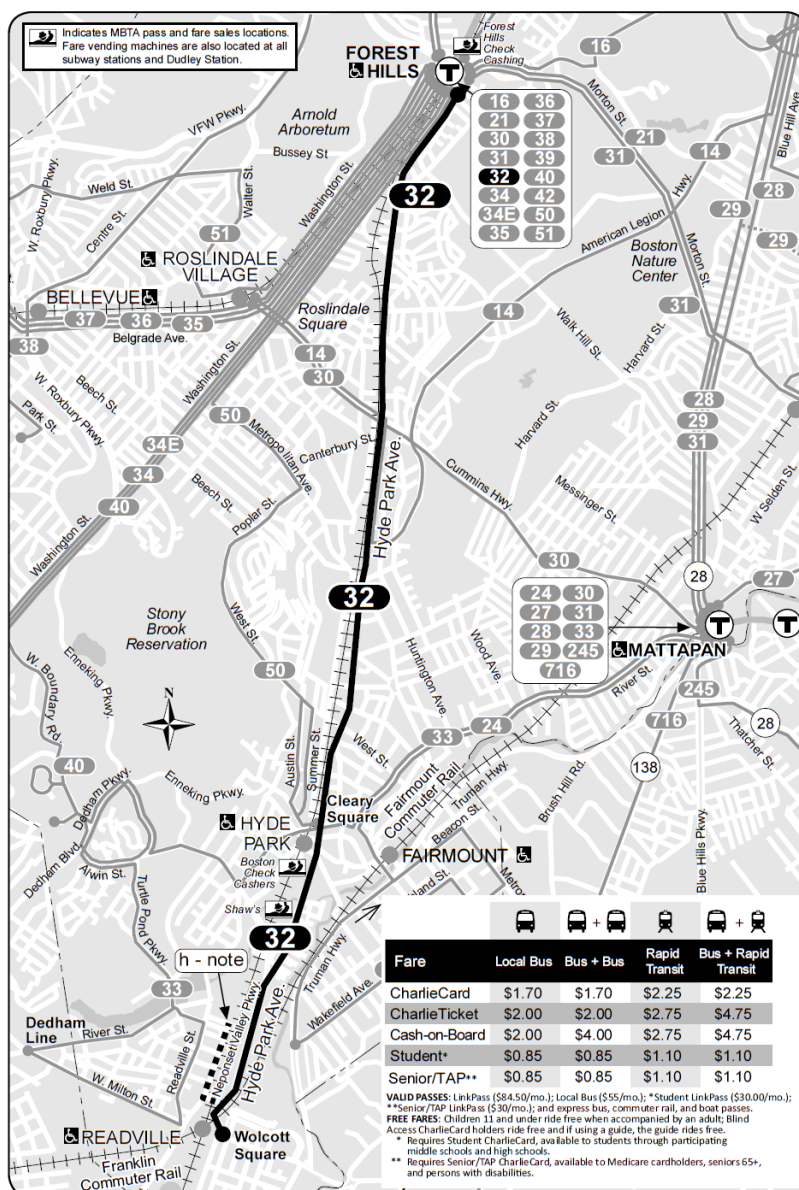
Route 32

Wolcott Square or Cleary Square-Forest Hills Station

Route Overview

Route 32 Wolcott Square or Cleary Square – Forest Hills Station is a Key Bus route that operates between Wolcott Square in Readville or Cleary Square in Hyde Park and Forest Hills Station via Hyde Park Avenue.

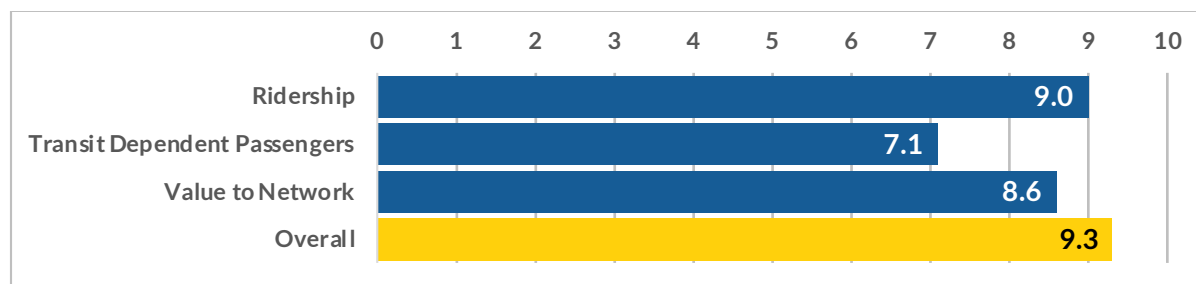
Figure 1 | Service Map



Network Importance

Route 32 is a very important route in the MBTA network (see Figure 2). On a relative scale of 0 to 10, the route rates 9.0 in terms of ridership, 7.1 in terms of transit dependent ridership, and 8.6 in terms of its value to the network (which reflects the number of people who are uniquely served, the number of jobs and other important destinations, and the number of transferring passengers). Its overall score, which gives a 70% weight to overall ridership and a 15% weight to both other measures, is 9.3.

Figure 2 | Relative Importance within MBTA Bus Network (on a scale of 0 to 10)



Service Overview

Schedule

On weekdays, Route 32 provides very frequent service from early morning until 10:00 PM, and moderately frequent service from 10:00 PM until the end of service (see Table 1). Route 32 also provides frequent service on Saturdays and moderately frequent service on Sundays.

Table 1 | Schedule Statistics

SERVICEDAY	SPAN OF SERVICE	FREQUENCY (RANGE)	FREQUENCY (AVERAGE)	DAILY TRIPS (INBOUND/OUTBOUND)
Monday-Friday	4:38 AM to 1:34 AM			190/178
Sunrise	4:38 AM to 5:57 AM	2 – 17	9	10/7
Early AM	6:02 AM to 6:58 AM	1 – 8	4	18/15
AM Peak	7:01 AM to 8:58 AM	1 – 10	3	35/34
Midday Base	9:00 AM to 1:28 PM	1 – 13	11	28/23
Midday School	1:35 PM to 3:56 PM	1 – 12	5	24/30
PM Peak	4:00 PM to 6:29 PM	1 – 8	4	37/36
Evening	6:32 PM to 9:55 PM	1 – 15	9	26/23
Late Evening	10:04 PM to 11:43 PM	15 – 20	18	7/6
Night	12:03 AM to 1:34 AM	20 – 25	21	5/4
Saturday	4:45 AM to 1:30 AM	11 – 40	13	89/90
Sunday	5:25 AM to 1:33 AM	15 – 30	17	75/72

Note: Span of service reflects the time the first bus begins service until the time the last bus finishes service.

On weekdays, Route 32 operates from 4:38 AM to 1:34 AM, and runs as frequently as every one to two minutes. Between Cleary Square and Forest Hills Station, service operates every one to 8 minutes during the AM and PM peaks, and approximately half as frequently to and from Wolcott Square. At other times, all trips along the full length of the route, running every two to 17 minutes in the early morning, one to 13 minutes in the combined midday periods, and one to 15 minutes in the evening. Late evening and night service operates every 15 to 25 minutes.

On Saturdays, and Sundays, Route 32 operates with a similar span of service as on weekdays. On Saturdays, it operates every 12 to 15 minutes for most of the day. On Sundays, it operates every 15 to 20 minutes for most of the day.

Route 32 meets the span of service and service frequency standards for Key Bus routes at all times and on all days.

Service Patterns

About two-thirds of Route 32 weekday trips and all weekend trips operate Pattern 32.1, which serves the route's full alignment from Wolcott Square to Forest Hills Station. There are four additional weekday-only patterns, and one additional Saturday-only pattern (see Table 2).

On Weekdays:

- During AM and PM peaks, about one-half of trips operate Pattern 32.0, a short turn that operates between Cleary Square and Forest Hills Station only. These trips provide additional capacity on the most crowded section of the route. For the most part, these trips are scheduled to alternate with full-length trips.
- Pattern 32.9 operates on one inbound morning trip from Wolcott Square to Boston Latin Academy via Forest Hills Station, and one outbound afternoon trip from Boston Latin Academy to Forest Hills Station.
- Pattern 32.2 operates on one inbound morning trip from Wolcott Square to Boston Latin School via Forest Hills Station, and one outbound afternoon trip from Boston Latin School to Forest Hills Station.
- Pattern 32.3 operates on one outbound morning trip and one inbound afternoon trip, and serves the Westinghouse Industrial Area (just north of Cleary Square and where the Academy of the Pacific Rim Charter School is located) in addition to the route's core alignment to and from Forest Hills Station.

Note that as of Fall 2018, after this document was developed, school trip departure times and service patterns have had minor adjustments.

On Saturdays, one outbound morning trip operates Pattern 32.5, which extends south approximately one mile to the intersection of River Street and Milton Street, then immediately returns as an inbound trip to Forest Hills Station. This pattern provides

inbound service to this area in lieu of Route 33 Dedham Line-Mattapan Station, which does not begin service until 7:45 AM on Saturdays.

Table 2 | Service Patterns

PATTERN	ORIGIN	DESTINATION	UNIQUE FEATURE	TRIPS PER WKD	TRIPS PER SAT	TRIPS PER SUN
INBOUND				190	89	75
32.0	Clearly Square	Forest Hills Station	Shortened version of primary service pattern	64	-	-
32.1	Wolcott Square	Forest Hills Station	Primary service pattern	123	88	75
32.2	Wolcott Square	Boston Latin School	AM school trip	1	-	-
32.3	Wolcott Square	Forest Hills Station	Via Academy of the Pacific Rim	1	-	-
32.5	River Street at Milton Street	Forest Hills Station	Short extension from Wolcott Square	-	1	-
32.9	Wolcott Square	Boston Latin Academy	PM school trip	1	-	-
OUTBOUND				178	89	72
32.0	Forest Hills Station	Clearly Square	Shortened version of primary service pattern	57	-	-
32.1	Forest Hills Station	Wolcott Square	Primary service pattern	119	89	72
32.2	Boston Latin School	Wolcott Square	PM school trip	1	-	-
32.5	Forest Hills Station	River Street at Milton Street	Saturday service in lieu of Route 33	-	1	-
32.9	Boston Latin Academy	Wolcott Square	PM school trip	1	-	-

Ridership

Route 32 serves nearly 10,500 riders per weekday, 5,150 riders on Saturdays, and about 3,500 riders on Sundays. Weekday ridership is the 8th highest in the bus system.

Ridership by Stop

Route 32 has high ridership at nearly all stops. On weekdays, inbound between Wolcott Square and Forest Hills Station (see Figure 3):

- 470 passengers board at the route’s first stop at Wolcott Square, and 220 passengers board at the next stop on Hyde Park Avenue at Milton Street.
- Relatively few passenger board at the next three stops, but boarding then increases to 150 to 180 boardings at the stops between Glenwood Avenue and Clearly Square.

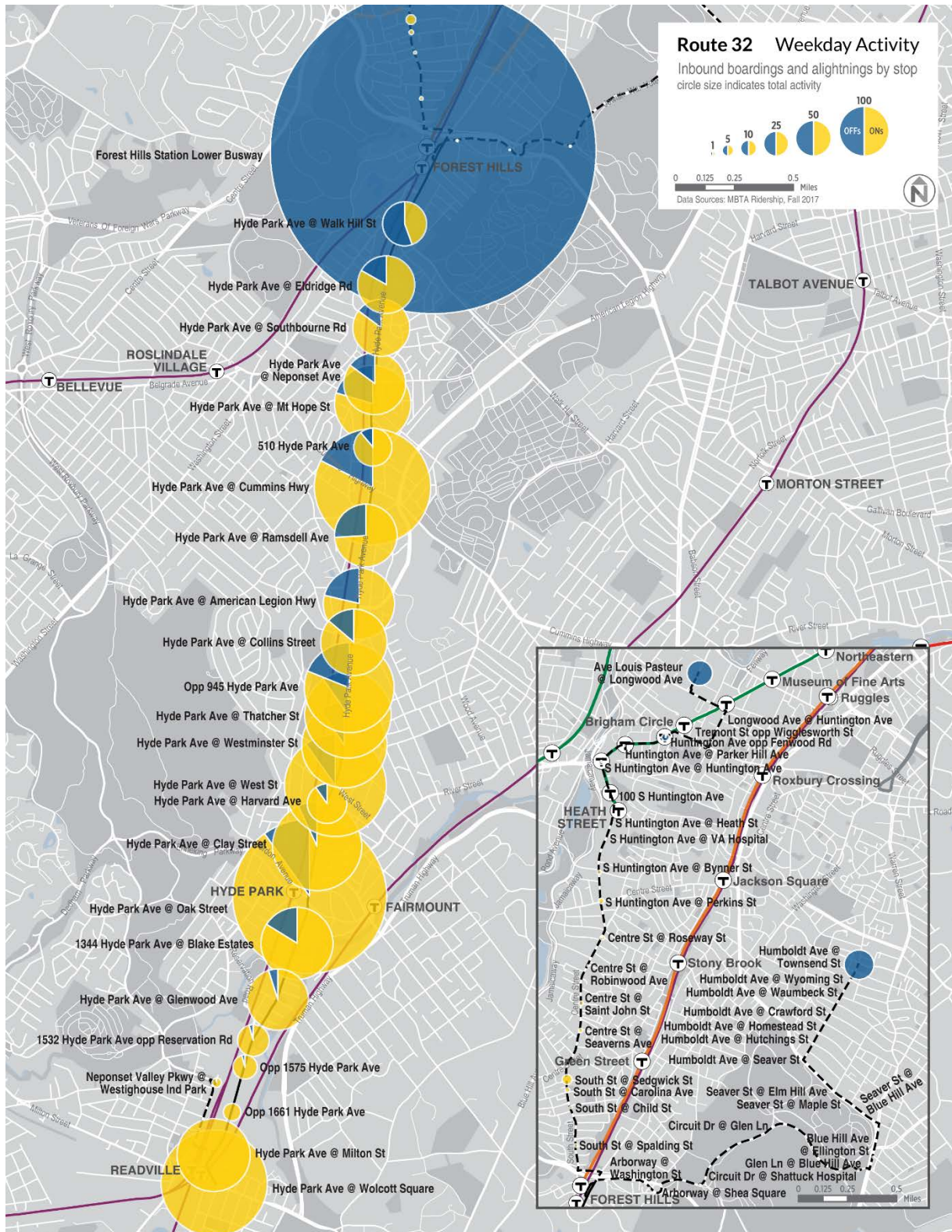
- Nearly 1,200 passengers board and 120 alight at Cleary Square.
- Ridership is relatively low at the two stops just north of Cleary Square, but increases north of there through Cummins Highway, with 120 to 280 boardings per stop and 10 to 60 alightings.
- 460 passengers board and 100 alight at Cummins Highway.
- North of Cummins Highway through to Forest Hills Station, with only a few exceptions, ridership ranges from 110 to 190 boardings per stop and 20 to 50 alightings.
- Nearly 4,400 passengers, or 85% of all riders, alight at Forest Hills Station.

Ridership on Route 32's additional service patterns is as follows:

- An average of 11 passengers are served on school trips to the Academy of the Pacific Rim (seven to the school and four from the school).
- 26 students use the AM inbound trip to the Boston Latin School (data is not available for the return trip, but it presumably carries a similar number of students).
- 36 students use the AM inbound trip to Boston Latin Academy, and 29 use the return trip.

Ridership follows roughly the same patterns on Saturdays and Sundays. The extended service at 6:45 AM from River Street at Milton Street carries an average of less than one passenger on the extension segment.

Figure 3 | Weekday Inbound Ridership by Stop Map



Ridership by Trip

Weekday ridership per trip is generally very high throughout much of the day in both directions. Inbound ridership is highest on select early morning trips. The first inbound trip departing Wolcott Square at 4:53 AM has 59 boardings, and a maximum load of 57 passengers (see Figure 4). This is the highest of any weekday trip. Ridership dips between 8:00 AM and 9:30 AM, when service is provided between Cleary Square and Forest Hills every three to five minutes, and most trips carry between 17 and 33 boardings. After that time, most inbound midday trips have between 30 and 40 boardings. Starting at around 5:00 PM, ridership starts to decline to fewer than 10 passengers per trip between 6:00 PM and 8:00 PM. It increases to around 20 passengers per trip until 10:00 PM, and then declines to very low volumes through the end of service. On average, only two inbound trips exceed the maximum comfortable passenger load (at 4:53 AM and 2:35 PM).

Outbound ridership is low in the morning, with most trips carrying fewer than 20 boardings, except for a brief spike between 6:50 AM and 7:20 AM when some trips carry 34 to 56 riders (see Figure 5). Ridership is highest between 1:00 PM and 6:00 PM, when most trips have between 40 and 50 boardings and one outbound trip, at 1:35 PM, has 60 boardings. Outbound ridership remains steady into the evening, with trips carrying at least 30 boardings until almost midnight.

On Saturdays, inbound ridership ranges from 30 to 40 passengers per trip from the start of service through around 6:00 PM (see Figure 6). After 6:00 PM, it slowly declines to fewer than 10 passengers per trip after 11:00 PM. Outbound ridership is lowest on the first few trips of the day, with fewer than five passengers per trip (see Figure 7). It then increases to approximately 20 to 30 passengers per trip between 6:00 AM and 1:00 PM, 30 to 50 passengers between 1:00 PM and 5:30 PM, and 20 to 35 passengers through the end of service.

Sunday ridership per trip patterns generally follow those on Saturdays, but with lower volumes (see Figure 8 and Figure 9).

Figure 4 | Weekday Ridership by Trip: Inbound

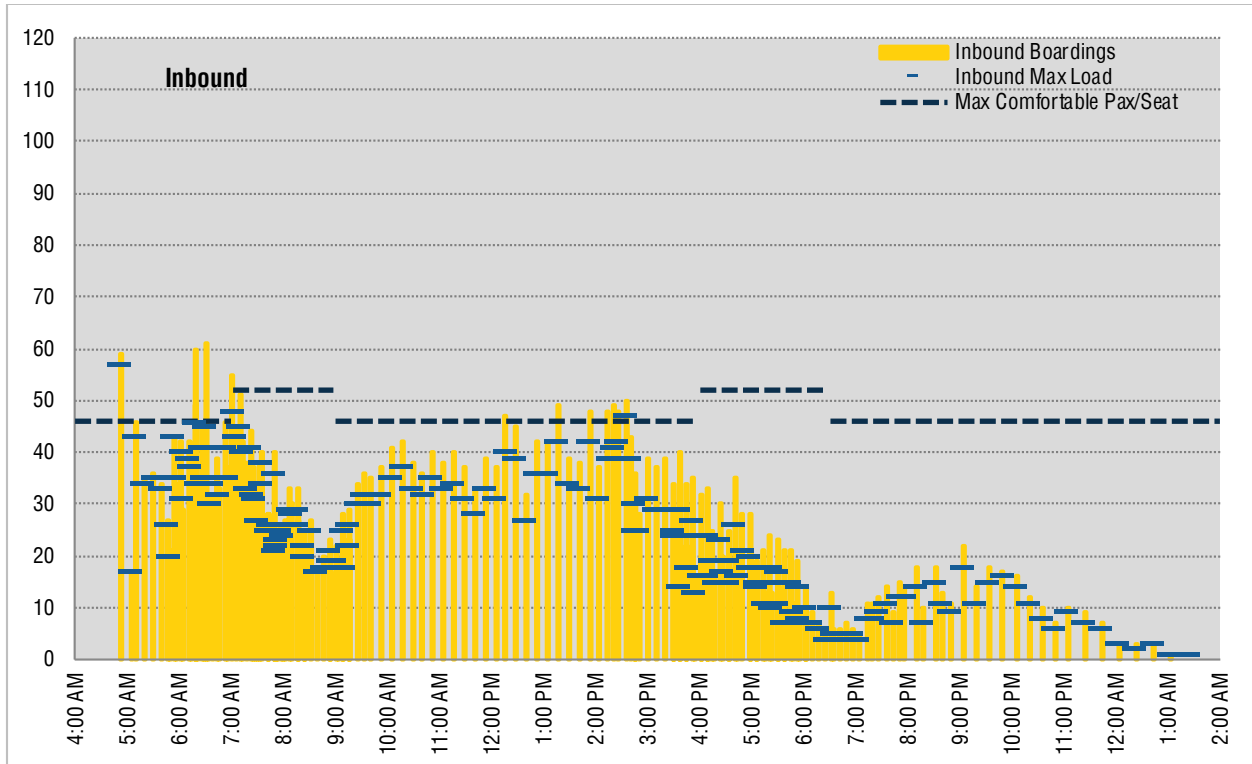


Figure 5 | Weekday Ridership by Trip: Outbound

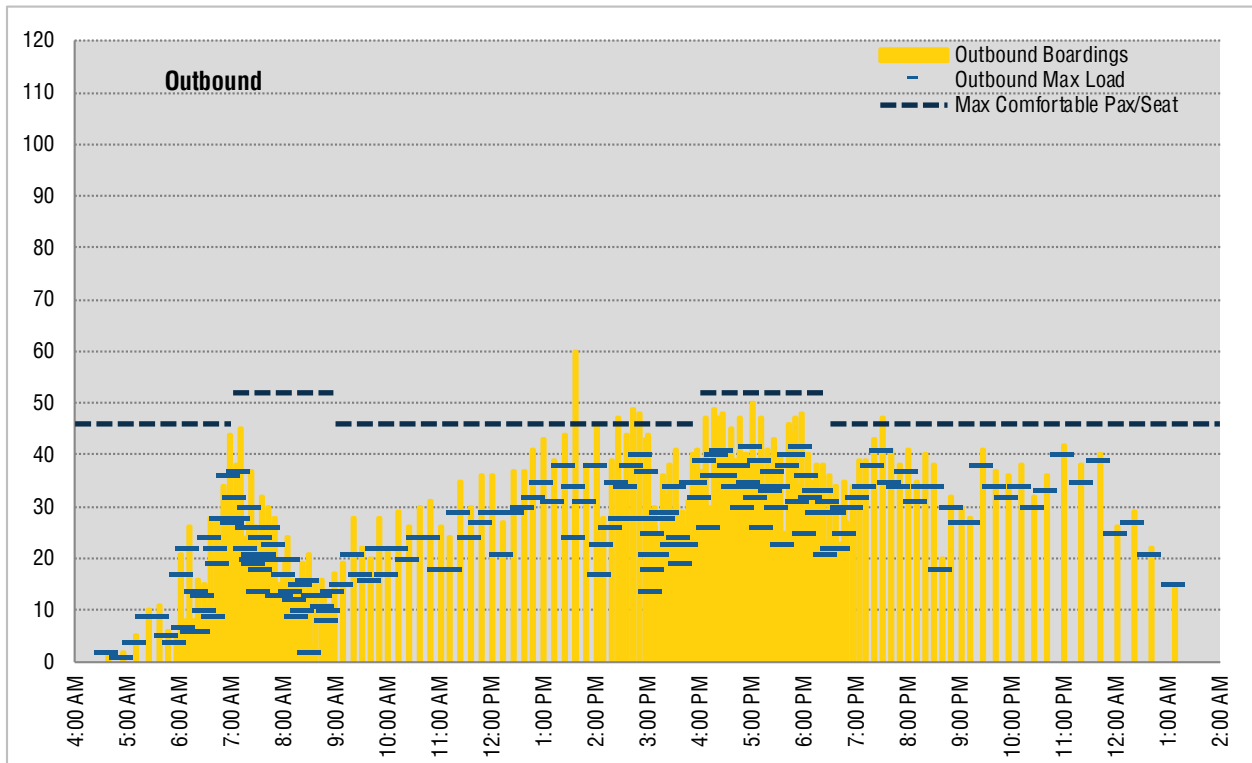


Figure 6 | Saturday Ridership by Trip: Inbound

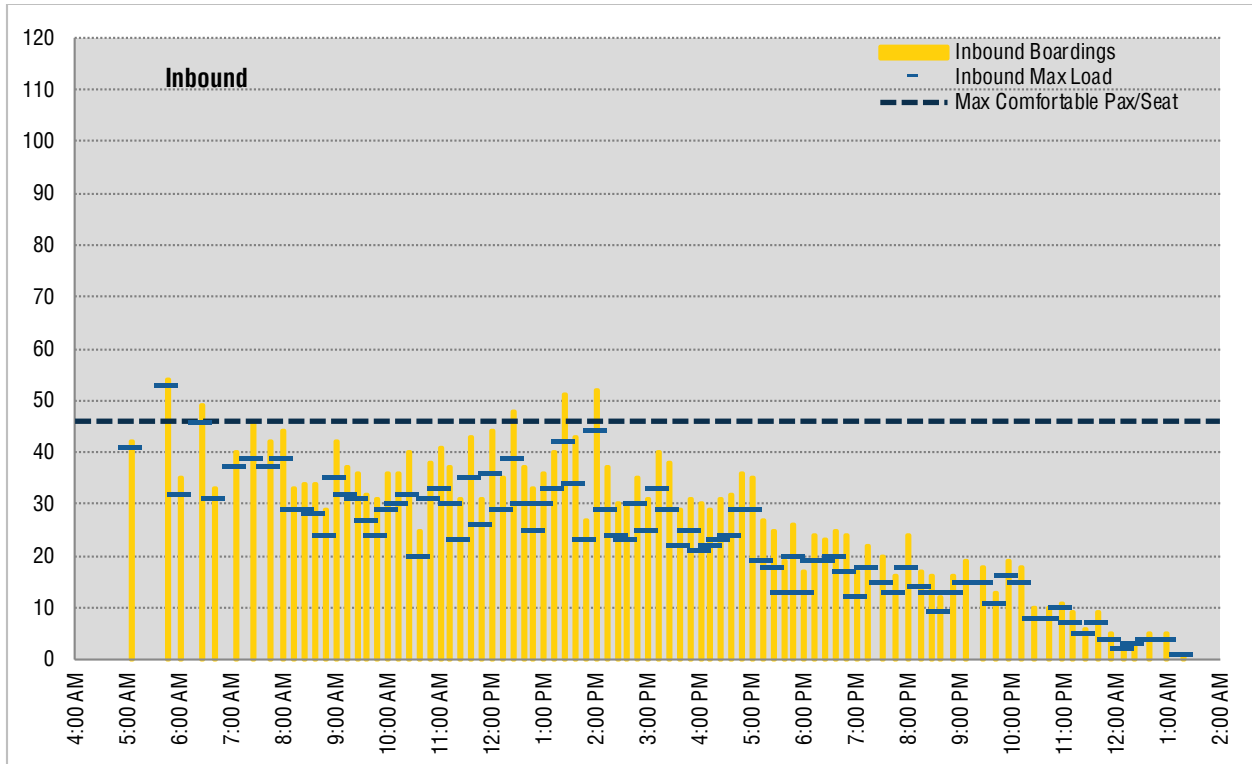


Figure 7 | Saturday Ridership by Trip: Outbound

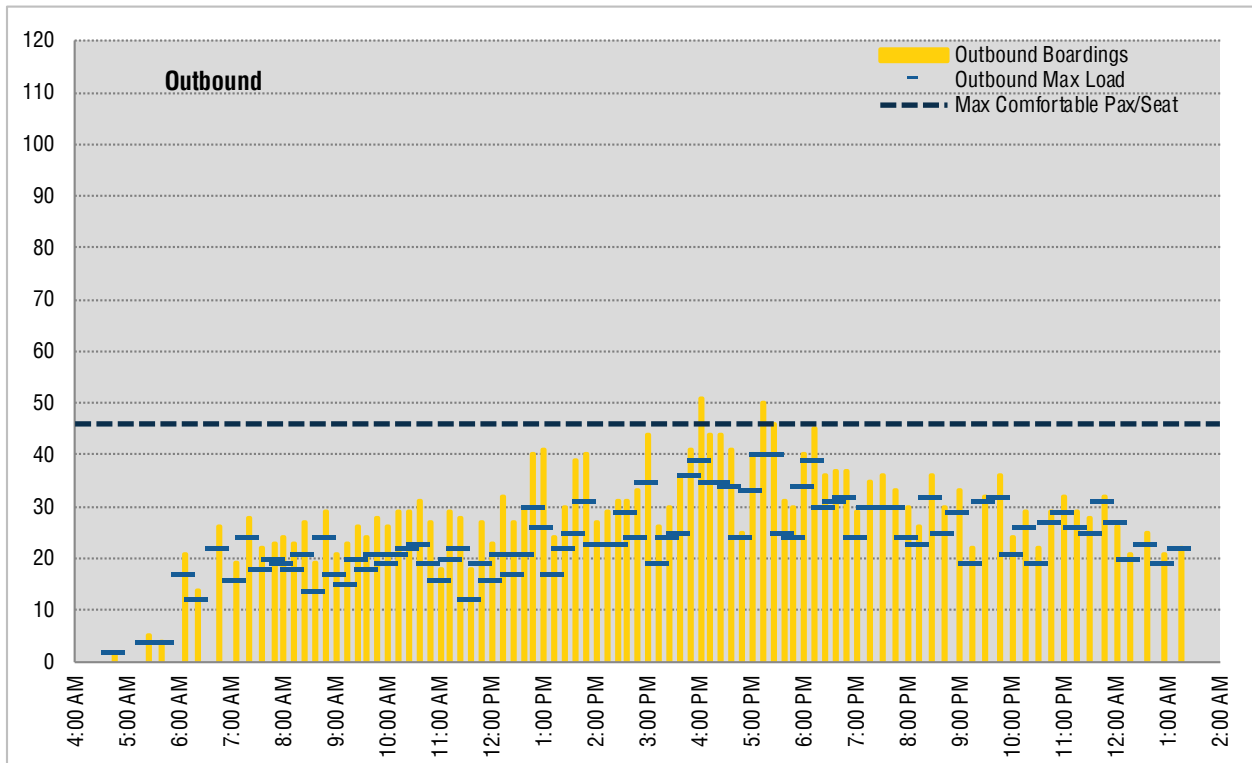


Figure 8 | Sunday Ridership by Trip: Inbound

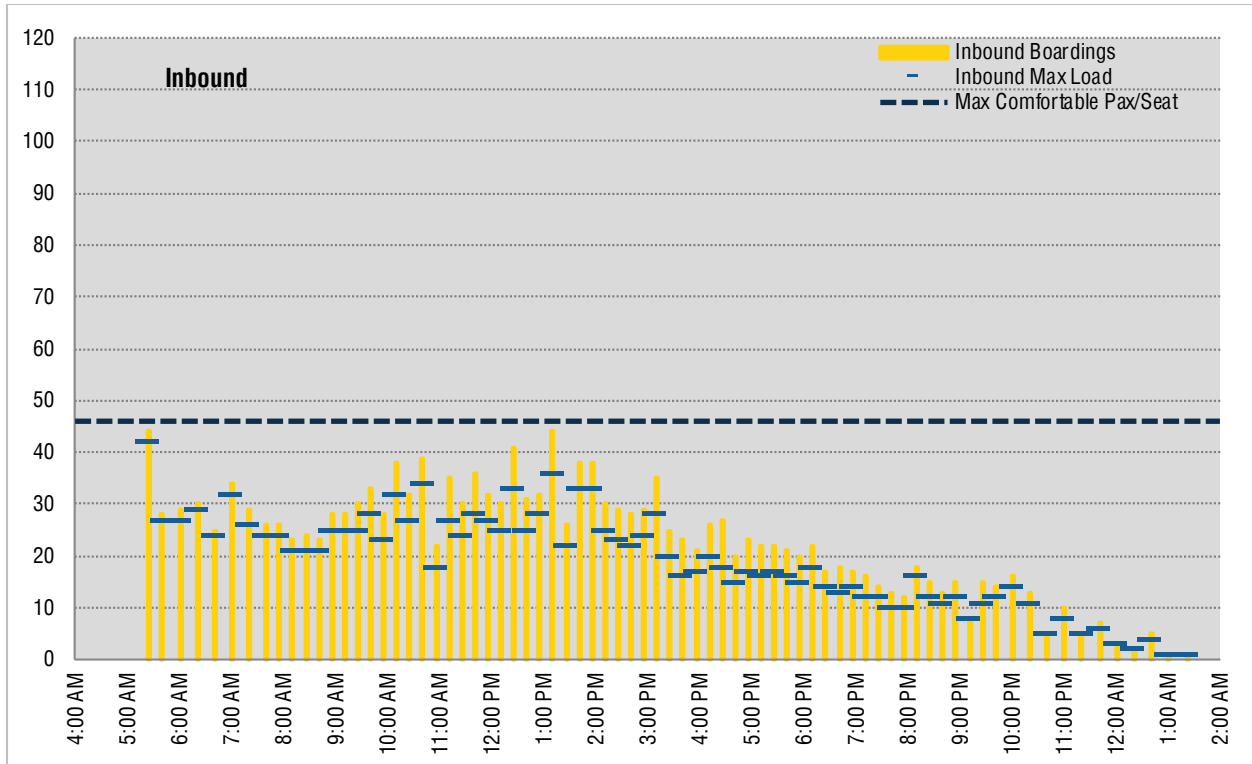
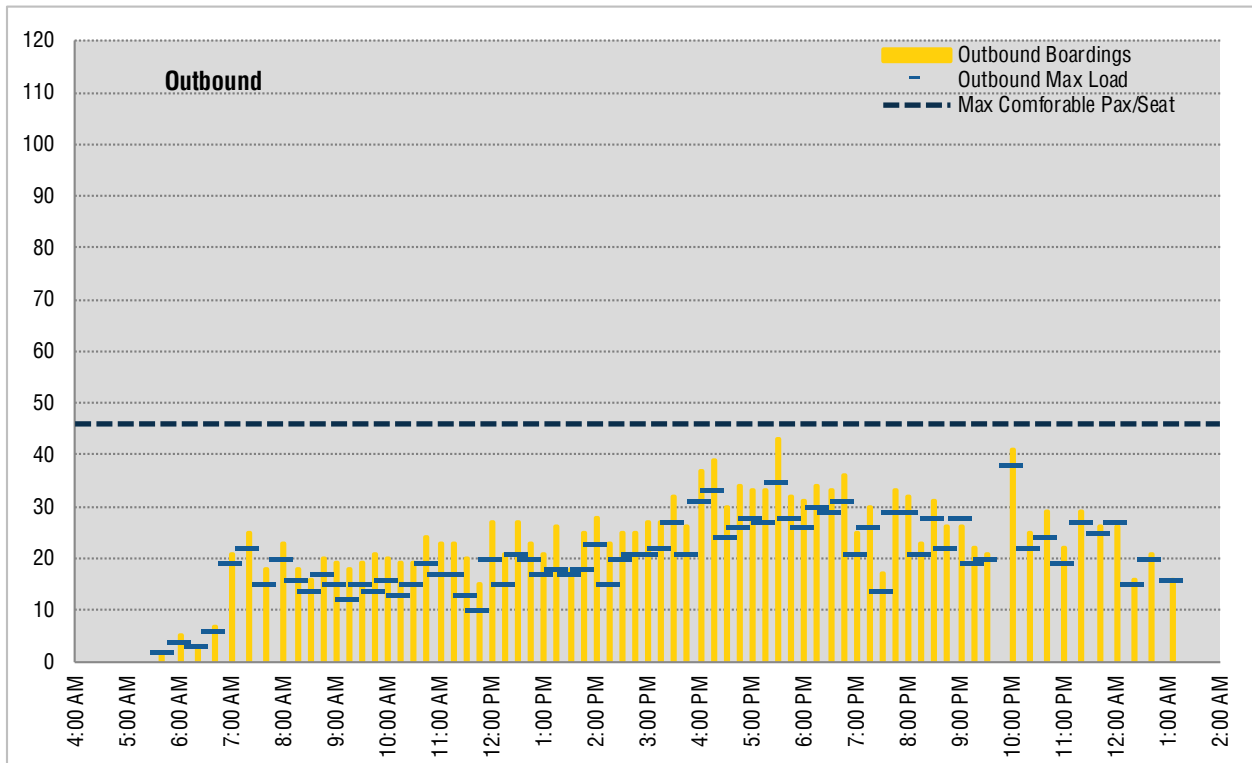


Figure 9 | Sunday Ridership by Trip: Outbound



Passenger Comfort

The MBTA desires that passengers travel in relatively comfortable conditions. At the same time, the MBTA's definition of comfort reflects the very high volume environment in which the MBTA operates, and that some passengers may have to stand. More specifically, at least 92% of passengers' travel times should be in comfortable conditions, and ideally, at least 96% of travel times should be in comfortable conditions. Comfortable conditions are considered to be 140% or less of seated capacity during high volume periods and 125% or less during other periods.

On Route 32, 90% of passenger minutes are in comfortable conditions on weekdays, which is below the minimum standard of 92% (see Table 3). Put in reverse, this means that approximately 10% of passengers are on overcrowded trips.

Table 3 | Passenger Time Spent Traveling in Comfortable Conditions

	WEEKDAYS	SATURDAYS	SUNDAYS
Minimum Standard	92%	92%	92%
Target	96%	96%	96%
Actual	90%	96.3%	98.8%

Reliability and Speed

Reliability

Passengers using high frequency services like Route 32 expect buses to arrive on a regular basis, and typically do not rely on published schedules. For these services, the MBTA measures reliability based on actual service frequency and the travel time for a given trip. Trips must depart their origin and serve points along the route within three minutes of the scheduled frequency. For example, buses on a route scheduled to run every 10 minutes must arrive at stops at least every 13 minutes for the route to be running reliability. Each trip must also arrive at their destination within 120% of the scheduled travel time.

With an overall reliability of 77%, Route 32's reliability is above the MBTA's minimum standard of 75% for Key Bus routes, but below the target of 80%. About 4.3% of weekday trips are not run. This level is very high, and is the primary reason that many trips are overcrowded.

Table 4 | Reliability

SERVICEDAY	ORIGIN/MID-ROUTE ON-TIME PERFORMANCE	DESTINATION ON-TIME PERFORMANCE	OVERALL RELIABILITY	DROPPED TRIPS
Monday-Friday	80%	62%	77%	4.3%
Saturday	80%	63%	79%	-
Sunday	80%	81%	80%	-

Running Times

Route 32 trips regularly exceed their scheduled running times (see Figure 10 and Figure 11). While this is pronounced on inbound trips during the morning peak even when scheduled time is longer, it is particularly true of non-peak direction trips (AM outbound trips and PM inbound trips), when actual running times can be as many as eight minutes longer than scheduled times.

Figure 10 | Scheduled & Median Travel Time by Trip: Route 32 Inbound

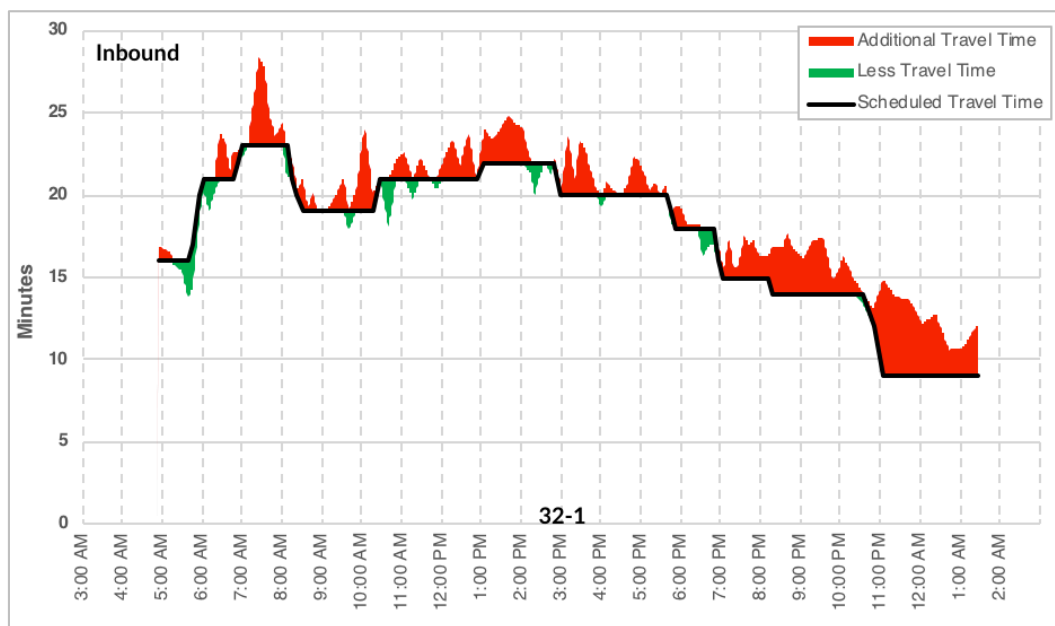
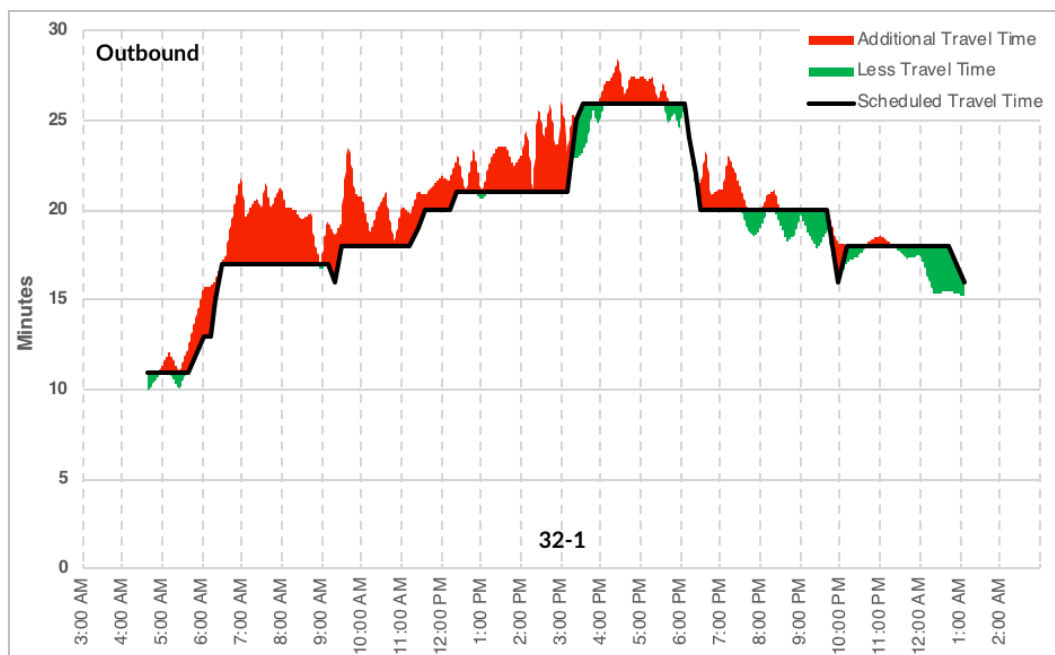


Figure 11 | Scheduled & Median Travel Time by Trip: Route 32 Outbound



Stop Spacing

Route 32's stop spacing of five to seven stops per mile is generally appropriate and meets the four to seven stops per mile guideline for urban areas. Customers can walk between stops with this spacing in about two to three minutes.

Summary

Route 32 provides frequent, direct service along the high-demand Hyde Park Avenue corridor between Wolcott Square and Forest Hills Station and carries very high ridership. The route generally performs well, but major issues are related to actual running times that do not reflect scheduled running times, and a very high volume of missed trips that produces overcrowding.